

## **KICKSTART ROLE**

### **Contact Centre Advisor – Kickstart (ARBO)**

**Location:** West Malling, ME19 4UY

**Closing date:** June

#### **Placement summary:**

To support customer enquiries across key channels including emails; portal and indexing, for both Housing and Repairs Contact Centres.

#### **Essential skills, experience and qualifications:**

- Dealing with customer queries, including income collection, housing and tenancy management, repairs and complaints, you'll provide a high quality inbound and outbound service through our traditional telephony, postal and email systems as well as our emerging multi-channel platforms. Experience Required:
- Good general education including English and maths
- Understanding and appreciation of the need to deliver top quality customer services.
- Work to agreed service standards
- Ability to maintain confidentiality and an understanding of The General Data Protection Regulations
- Good typing skills
- Multitasking e.g. type, talk and listen at the same time (Desirable)
- Computer literate (to enable use of database and Microsoft Office systems)
- Professional Communication Skills
- Experience of providing professional customer service
- Can demonstrate the ability to solve problems.
- Experience of working in a multi-channel Contact/Call Centre (Desirable)
- Experience of working under pressure
- Exceptional customer focus
- Excellent team player
- Organised and methodical approach (Desirable)
- Adaptable and open to change
- Ability to work on own initiative and to deadlines
- Can do attitude towards achieving results



**CLARION**  
HOUSING GROUP

- With proven experience working within a customer service environment and excellent communication skills you'll manage and conclude enquiries effectively and sensitively at the point of contact where possible.

You'll be confident using document management systems and have demonstrable problem solving skills, take ownership and resolve customer enquiries with a 'Right First Time' approach. Carrying out a range of admin tasks, liaising with colleagues and external agencies you'll provide positive outcomes in a timely manner.

***In order to apply for a Kickstart Scheme vacancy you need to be currently in receipt of Universal Credit payments, be between the ages of 16 – 24 years old and fulfil the suitability and eligibility criteria which will be assessed by your Universal Credit Work Coach.***

***Please contact your Work Coach via your Universal Credit Journal, stating:***

- *The full name of the Employer – **Clarion Housing Group***
- *The Kickstart vacancy that you are interested in*
- *The postcode where the vacancy is based*

***Your Work Coach will then contact you to confirm whether you fulfil the suitability and eligibility criteria, and discuss next steps.***